

MODULE 2

GETTING THE LANGUAGE RIGHT

Learning Areas: Section One

1. Tips for writing for the NDIS
2. How to complete NDIS Access Request Form (ARF) or supporting evidence template, using NDIS language

Writing for Access

Tips for Writing for NDIS

- **Describe the participant under all circumstances/ situations** - so all appropriate support can be considered
- **Use NDIS terminology** - to avoid misunderstandings and ensure reports have strong, clear language
- **Avoid discipline-specific language** - NDIS staff read information from a wide variety of professionals and sectors
- **Focus on the impact of the disability** - highlight how the person's disability makes it difficult for them to do what is important to them

Case Study - Sam

Sam's story

- Lives with his wife and son in their own home
- Spinal cord injury - T11/12 lesion resulting in paraplegia
- Permanent wheelchair user
- Previously worked as sub-contractor and drove a car; wife does not drive
- Extended family overseas
- Goals include independence in home/community, driving, work, family life, time with friends, leisure interests

Reviewing the NDIS Act

Disability requirements in the NDIS Act, Section 24, page 33:

- **Disability** is attributed to one or more intellectual, cognitive, neurological, sensory or physical impairments or to a psychiatric condition; AND
- The **impairment** is likely to be **permanent**; AND
- The impairment results in **substantially reduced functional capacity** or **psychosocial functioning**; AND
- The impairment or impairments affect **social or economic participation**; AND
- The person is likely to require support for the **person's lifetime**

Writing for Access - Sam

Permanent Impairment

Sam has paraplegia as a result of his spinal cord injury. Sam's impairments are permanent - all treatment options have been exhausted for Sam and the injury to his spinal cord is irreversible - please see attached report from X neurologist confirming the permanency of Sam's diagnosis and functional impairment.

AND...

Writing for Access - Sam cont'd

Substantially reduced functional capacity or psychosocial functioning

Sam has reduced functional capacity in the areas of:

Mobility - he has no functional use of his legs for standing or walking, therefore Sam requires a mobility aid to support him with mobilising and transferring.

Self-care - due to his functional impairments, Sam is unable to independently participate in daily activities such as personal care and domestic tasks.

AND...

Writing for Access - Sam cont'd

Impact on social or economic participation

Sam's impairments impact in the areas of mobility and self-care, this then impacts on his ability to participate in social activities (e.g. being an active member of his family, doing activities with his son, and socialising with friends). Sam is unable to complete these activities without assistive technology and assistance from another person.

Sam's current economic participation is limited due to an unsuitable working environment, Sam's functional limitations with mobility and self-care and his inability to drive or use public transport.

AND...

Writing for Access - Sam cont'd

Lifetime support

Sam's spinal cord injury is permanent and over his lifetime he will need equipment and physical assistance to maintain his independence and achieve his goals.

Writing for Access

Worksheet - Writing for Access

- Compare the original descriptions with the alternative
- What are the differences?
- What NDIS language principles are applied in the alternative justifications?
- Not all sections on the ARF apply to everyone.
There are 2 case studies within the same worksheet

Break

Pre-Planning

Learning Areas: Section Two

1. Become familiar with a pre-planning tool
2. Understand NDIS goal setting
3. Writing clinical justification for funded supports
4. Applying the NDIS Price Guide
5. Applying the NDIS Support Catalogue

Pre-Planning Tool

- Integrates the participant's 'voice'
- Explicitly links supports (using NDIS language) to participant's goals and what is important to them
- Can be completed by multiple team-members or sole practitioner
- Prompts need for clinical justification relating to NDIS' reasonable and necessary criteria
- References detail from the Price Guide & Support Catalogue to clarify recommendations for the planner

Participant Goals

- Person-led - written in their language
- Broad (not SMART)
- Allow for flexibility in the implementation of the NDIS plan

Sample NDIS Pre-Planning Tool

An example of a Support Category table in the pre-plan template:

	1.1 Support Category Name:	←	The Support Category Name is taken from the NDIS support catalogue. E.g. Assistance with daily life
Choose the relevant goal aligned to this support category and paste the description from the Participant goal's section.	Goal This support category is aligned with Goal Number: [Insert Goal Number here] <i>Paste the goal description from the Participant Goal's section</i> Paste here	→	
Outline the estimated hours recommended for this specific support item.	Support Item Name <i>Choose (copy) one or more from this list and paste below</i> Paste here	←	Select a support item name from the linked list. Only the items listed under the relevant heading e.g. 1.1 in the linked list are able to be funded within this support category, as per the price guide.
The cost per hour is outlined in the support catalogue for each item.	Hours Required: Type here Cost per hour (as per support catalogue): Type here	→	
	Clinical Justification: Type here	←	The clinical justification for the support item needs to consider the NDIS reasonable and necessary criteria and risks associated with the person not having access to the recommended supports.
There are three ways in which supports can be paid: Self-Managed, Plan-Managed or Agency-Managed Select the relevant plan management option, then delete the other two options.	How the support will be paid: <i>(Choose one option and then delete the other two)</i> <ul style="list-style-type: none">• Self-managed• Plan managed• Agency managed	→	

Pre-planning Guide



GUIDE TO NDIS PRE-PLANNING

For people aged under 65 years preparing for their first NDIS plan or plan review.

APRIL 2020

What is an NDIS pre-plan?

Pre-planning is the process of developing a detailed plan that is individualised to the NDIS participant. This pre-plan is completed and taken to the NDIS planning meeting with the NDIS planner. Pre-planning information must be documented in NDIS language using NDIS descriptions for disability related supports. It is important that the pre-plan identifies supports required to leave hospital and live safely in the community, with clear justifications as to why each support is reasonable and necessary for the participant.

Who is this for?

- NDIS participants who are in hospital and are at risk of admission to residential aged care (RAC) or NDIS participants who require support to be able to return home from hospital
- NDIS participants living in the community who are preparing for their first NDIS plan
- NDIS participants who are preparing for their NDIS plan review meeting while in hospital or living in the community

Using a pre-plan template

The purpose of a pre-plan template is to support NDIS participants to prepare for their NDIS planning meeting. It can be completed by a person's multidisciplinary team, support coordinator, allied health professional or other support person.

When completing pre-planning, it is essential that you refer to the most up-to-date NDIA Price Guide and Support Catalogue.

All formal supports requested and justified in a pre-planning template are required to meet the NDIS' reasonable and necessary criteria. In order for the supports to meet the criteria, they must:

- Be related to the participant's disability (not a 'health condition')
- Assist a participant to achieve their goals
- Facilitate the participant's social and economic participation
- Represent value for money, relative to the benefits achieved and cost of alternative support
- Be considered good practice and likely to be a benefit to the participant
- Be unreasonable for families, carers, networks and the community to provide
- Not be the responsibility of another government sector (e.g. health, housing, education)



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NDIS Support Plan

1. Core Supports

Core supports enable a person to complete activities of daily living. A person may choose how to spend their core support funding, but cannot reallocate core support funding to other support categories (i.e. capital or capacity building supports).

Core Supports are made up of 4 Support Categories:

1. Assistance with Daily Life
2. Transport
3. Consumables
4. Assistance with Social & Community Participation

NB. Please refer to Daily Support Care Plan in the appendix for services / hours required.

1.1 Support Category Name: Assistance with Daily Life

This support category relates to assisting with and/or supervising personal tasks of daily life to enable the participant to live as autonomously as possible. These supports are provided individually to participants and can be provided in a range of environments, including but not limited to, the participant's own home.

Goal/s

Paste the goal/s description from the [Participant Goal's section](#)

- Paste here

Support Item Name

Choose (copy) one or more from [this list](#) and paste below (as per latest support catalogue)

- Paste here (include hours and cost per hour – where relevant)
- Paste here (include hours and cost per hour – where relevant)
- Paste here (include hours and cost per hour – where relevant)

Clinical Justification:

Type here

How the support will be paid:

Choose one option and then delete the other two

- Self-managed
- Plan managed
- Agency managed

*DELETE ALL HIGHLIGHTED TEXT AFTER COMPLETING EACH SECTION

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Case Example

Think of someone you are working with at the moment...

Case Study - Steven

Steven's story

- Lives with his wife, three sons and a dog
- Stroke resulting in ABI - functional impact in areas of mobility, transfers, self-care, communication, social interaction and self-management
- Currently in hospital, unable to return home
- Previously worked full-time and was very active physically and socially
- Wants to get out of hospital, be as independent as possible and return to previous roles and activities

Example Goals

What are some goals for this person?

Sample short-term goal - *“I want to leave hospital and live safely in my community, in a home on my own where my partner and family members can visit.”*

Sample medium-long term goal - *“I want to be part of my children’s lives.”*

Pre-planning - Clinical Justification

- Use reasonable and necessary criteria
- Focus on primary deficits
- No acronyms/abbreviations
- No health specific language without explanation

The NDIA should have a clear picture of how the person functions and what level of support they need

Pre-planning - Clinical Justification

Writing NDIS goals and pre-plan

- Disability related
- Goals focused
- Social and economic participation
- Value for money
- Good practice
- Unreasonable for family/carers
- Not responsibility of another sector

NDIS Price Guide



NDIS Price Guide 2019-20

Valid from: 1 March 2020
(Version 2.1 – Publication Date: 24/02/2020)



NDIS Support Catalogue



NDIS Support Catalogue 2019-20

Valid from 1 March 2020



Recap: Getting the Language Right

- Use **permanent and significant** criteria and language when writing for access
- Use **reasonable and necessary** criteria and language when writing for pre-planning
- Use a pre-planning document
- Use broad, person-centred goals
- Use the Price Guide and Support Catalogue to identify the supports needed

Post-training evaluation

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Event code:#

Thank you